



City of Imperial Police Department

424 South Imperial Avenue • (760) 355-4327
IMPERIAL, CALIFORNIA 92251

CITIZENS OF THE CITY OF IMPERIAL:

A relationship of trust and confidence between members of the police department and the community they serve is essential to effective law enforcement. Law enforcement officers must be free to exercise their best judgement and to initiate enforcement action in a reasonable, lawful and impartial manner without fear of reprisal. So, too, enforcers of the law have a special obligation to respect meticulously the rights of all persons.

The Imperial Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures which not only will subject the officer to corrective action when he/she conducts himself/herself improperly but will also protect him/her from unwarranted criticism when he/she discharges his/her duties properly.

It is the purpose of these procedures to provide a prompt, just, open and expeditious disposition on complaints regarding the conduct of members and employees of the Department. To this end, citizens are encouraged to bring complaints about Department operations and the conduct of its members to the attention of the Imperial Police Department whenever a citizen believes that such an act is improper.

Conversely, every citizen should take it upon himself to commend an officer for meritorious conduct witnessed within the knowledge of the reporting citizen.

Any member of the Department will accept reports concerning commendations or recognition of exemplary conduct.

Should you have any questions regarding these procedures, please contact the office of the Chief of Police during business hours, Monday through Friday. The Department's procedural directive on citizen's complaints is also available for inspection, upon request.

Sincerely,

A handwritten signature in cursive script, reading "Miguel Colón Jr.".

Miguel Colón Jr.
Chief of Police

SUMMARY OF COMPLAINT PROCESS

It is desirable that you come to the Imperial Police Department, where your complaint can be received during a personal interview. However, complaints may also be made by telephone or by mail, and can be made anonymously. All information received will be treated confidentially by the Imperial Police Department.

A parent or guardian's signature is required on any complaint filed by a person under 18 years of age.

When filing your complaint, you will be asked to provide the following information:

1. Your name, address, telephone number, age and race.
2. The name, address, telephone number, age and race of the alleged victim, if other than yourself.
3. The date, day, time, and location of the incident about which you are complaining.
4. The name of any witnesses, their addresses, and telephone numbers, if available.
5. The name, address, and telephone number of any person arrested during the incident.
6. The name, badge number, or identifying description of the officer(s) involved. If you have none of this information, simply tell what happened, and the time and location of the incident.
7. The name, address, and telephone number of any attorney or other person representing you in this matter.
8. Give a narrative description of the events giving rise to your complaint.

An investigator from the Department shall contact all witnesses, examine any relevant physical evidence, and gather all information pertinent to each allegation made in the complaint. After completion of the investigation, a complaint disposition if sustained or not sustained shall be made, based on each alleged act of misconduct.

While citizen's complaints are investigated by a member assigned by the Chief, the final disposition on the case will be made by the Chief. When complaints are found to be sustained, the Chief shall determine and administer appropriate corrective and/or disciplinary action. The Chief may consider one or more of the following: training; oral or written reprimand; suspension; demotion; and termination.

Departmental procedure allows 30 days for completion of any investigation into a citizen's complaint. Normally, all complaint investigations are completed within this time period. Should additional time be required, consecutive 15 day extensions may be granted by the Chief. (In the event of delay, you will be notified of the reason(s) for the delay by the Department.)

You will be notified by letter of the results of the investigation, the complaint disposition and reason for it, and of the kind of action taken by the Department – if appropriate. Any person may appeal a complaint disposition to the Chief in the event:

1. New witnesses or evidence is discovered bearing on the truth of the alleged misconduct.
2. Evidence is presented which tends to suggest malfeasance, misfeasance or nonfeasance on the part of the Department in conducting the investigation.
3. The disposition is not supported by the findings of the investigation.

THE IMPERIAL POLICE DEPARTMENT WELCOMES YOUR:

1. COMMENDATIONS
2. COMPLAINTS
3. CONSTRUCTIVE CRITICISM

In the Interest of Better Law Enforcement!

Police Telephone Numbers:

Business information	355-4327
After hours non-emergency	355-1158
Emergency	911